Dealer Troubleshooting Guide for Somnetics Devices

The following guide will provide the basic troubleshooting steps required prior to setting up an RMA. If the troubleshooting fails the following information will be required in the RMA submittal:

a. Serial number of device
b. Date customer purchased
c. Detailed description of the issue or the fault code/indicator from below
d. Indicate what troubleshooting steps were taken
e. Dealer return address and Dealer Account Number

RMA's must be submitted by email to RMA@somnetics.com with the above information included

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T365

Flashing Yellow Droplet and Yellow Diamond

Issue: The device has detected non-distilled water in the reservoir

Causes:

- Using water that is less pure than distilled water in the reservoir (CPAP Water may not meet the requirements of distilled water)
- Using the Zero water filter cartridge longer than recommended.
- Using distilled water in a reservoir that previously had tap water and wasn't sufficiently rinsed.
- Water signal is corrupt and reporting an incorrect value.

Troubleshooting:

1. Remove and drain the water reservoir
2. Thoroughly rinse the water reservoir with distilled water, make sure to shake it around to clean all surfaces
3. Replace the zero water filter cartridge (if applicable)
4. Run the drying mode on the CPAP and afterwards remove all power to reset the device
5. Fill the reservoir with distilled water and attach to CPAP
6. Attempt to run the device again. If yellow droplet persists you should let the device run for one night as some residual non distilled water may still be present in the heater wick
7. Set up an RMA if the error continues to reoccur

Flashing Blue Droplet

Issue: Device is out of water

Causes:

- There is little to no water in the reservoir
- The water detection is faulty

Troubleshooting:

1. If empty, fill the water reservoir with distilled water
2. If not empty, drain the water reservoir
3. Run the drying mode on the CPAP and afterwards remove all power to reset the device
4. Fill the reservoir with distilled water
5. Attempt to run the device again
6. Set up an RMA if the error persists

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Flashing Red Droplet and X

Issue: Bad water corruption detected

Causes:

- This is typically caused by moisture getting inside the CPAP

Troubleshooting:

1. Remove and drain the water reservoir
2. Run the drying mode on the CPAP and afterwards remove all power to reset the device
3. Fill the reservoir with distilled water and attach to CPAP
4. Attempt to run the device again
5. Set up an RMA if the error persists

Flashing Red (!) (removed with firmware version 2.4.0)

Issue: During last therapy the heater reached a temperature cutoff condition and turned off

Causes:

- Water signal failed to detect empty reservoir. Caused by moisture getting inside the CPAP.
- Poor wicking.
- Poor contact between cellulose wick and heater ceramic.

Troubleshooting:

- This error can correct itself on the next therapy, if not:
1. If applicable, replace cellulose wick.
2. Remove and drain the water reservoir
3. Run the drying mode on the CPAP and afterwards remove all power to reset the device
4. Fill the reservoir with distilled water and attach to CPAP
5. Attempt to run the device again
6. Set up an RMA if the error persists

Flashing Red (X) and !!! Heater Error !!! in the Humidifier Screen

Issue: Very high heater resistance detected

Causes: Heater disk is cracked or heater power pins are not making solid contact

Troubleshooting:

1. Set up RMA

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<u>Fault Codes 365</u>

<u>LCD Shows Red Home Icon</u> Device detects an operating error. Press the center button to enter the fault screen and note the displayed number. Refer to Fault and alert codes (below) for possible correction. If error continues after taking corrective action and clearing the fault by selecting the checkmark on the fault screen, contact Somnetics Customer Service.

<u>Fault 1</u>

<u>Issue:</u> Date/Time have been reset

<u>Causes:</u>

- Low/No voltage on clock battery.
- Loose/broken battery solder joint.

<u>Troubleshooting:</u>

1. Check customer firmware, if 2.1.2 or later there is an issue with the battery
2. Set up RMA

<u>Fault 3</u>

<u>Issue:</u> Pressure sensor measured a pressure that was above operating ranges

<u>Causes:</u>

- Issue in the air pathway
- Faulty pressure sensor or electronics
- Pinched or disconnected sensor tube

<u>Troubleshooting:</u>

1. Remove all power to reset the device
2. Check all connections and fittings to make sure there are no issues such as blockages
3. Attempt to run the device again
4. Set up an RMA if the error persists

Fault 4

Issue: Pressure sensor measured a pressure of 0 during therapy

Causes:

- Leaks in the air pathway
- Faulty pressure sensor or electronics
- Pinched or disconnected sensor tube

Troubleshooting:

1. Remove all power to reset the device
2. Check all connections and fittings to make sure there are no issues such as loose connections or leaks
3. Attempt to run the device again
4. Set up an RMA if the error persists

Fault 7

Issue: Pressure sensor ambient reading out of range

Causes:

- Extreme temperature changes.
- Leaks in the air pathway
- Faulty pressure sensor or electronics
- Pinched or disconnected sensor tube

Troubleshooting:

1. If the device has been exposed to an extreme temperature (hot or cold), remove power and allow the PAP adjust to room temperature. Then, apply power and let the PAP sit in standby (no blower) for at least 20 minutes to allow it to obtain a new ambient pressure reading.
2. Remove all power to reset the device
3. Check all connections and fittings to make sure there are no issues
4. Attempt to run the device again
5. Set up an RMA if the error persists

Fault 9

Issue: Bad Firmware Checksum

Causes:

- Firmware corruption – electrostatic discharge.

Troubleshooting:

1. Remove all power to reset the device
2. Attempt to run the device again
3. Set up an RMA if the error persists

Fault 11

Issue: Stalled Blower

Causes:

- Moisture in the CPAP
- Faulty blower motor or lose connections

Troubleshooting:

1. Run the drying mode on the CPAP and afterwards remove all power to reset the device
2. Attempt to run the device again
3. Set up an RMA if the error persists

Fault 12

Issue: Stalled Blower and Low Power Detected

Causes:

- Insufficient power to drive the blower

Troubleshooting:

1. Ensure adequate power supply
2. If using the battery, plug into an outlet. If on outlet try a new power supply (if available).
3. Reset the device and attempt therapy again
4. Set up an RMA if the error persists

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Issues (Not Faults)

Discomfort Due to a Feeling of High Pressure -Check all connections and fittings to make sure there are no excessive air leaks, verify settings are correct on the home screen and enable ramp settings. Reset the device and attempt therapy again, if issues persist contact Somnetics Customer Service.

Nose or Throat Irritation - Increase the humidity setting on the CPAP. Verify the device is using water by monitoring the water levels before and after therapy. If water is not being used check the wick to see if it is wicking water (wet to the touch) and verify that the air inlet and filter are not clogged. Replace air filter accordingly. If issues persist, contact Somnetics Customer Service.

Transcend 365 miniCPAP LCD Doesn't Illuminate - Confirm device is plugged into an active power supply (outlet is best for testing) and turn the device on.

Note: The device will automatically turn off the LCD after 30 seconds of idle time (no button presses) – press any button to re-illuminate the LCD in this instance.

If issues persist contact Somnetics Customer Service.

No Airflow from the Transcend 365 miniCPAP - Contact Somnetics Customer Service.

Water Leaking from Reservoir - Verify the reservoir is within warranty of 6 months and the seal wasn't folded over when the reservoir was attached to the CPAP device. Remove reservoir and check the seal and the reservoir for any noticeable signs of damage. The seal is adhered and should not be removed. If issues persist contact Somnetics Customer Service to order a replacement reservoir.

Water Leaking from the Weld of the Reservoir - Verify the reservoir is within warranty of 6 months and the leak is coming from between the top lid and bottom base of the reservoir. No troubleshooting available, return for evaluation and replacement.

Transcend 3 and Transcend 2

References to the Universal Hose Adapter only apply to the Transcend 2

Key Notes

Resetting the CPAP fault

- Hold down the power button for 15 seconds.

Determining the Fault Code

- If the yellow LED light is flashing, ask the customer to count how many times it blinks. The light will blink in a sequence, stop, and start over again. This will give the error code.

Fault Codes

Fault 3

Issue: Pressure sensor measured a pressure that was above operating ranges

Causes:

- Issue in the air pathway
- Faulty pressure sensor or electronics
- Pinched or disconnected sensor tube

Troubleshooting:

1. Reset the device
2. Check all connections and fittings to make sure there are no issues such as blockages
3. Attempt to run the device again
4. Set up an RMA if the error persists

Fault 4

Issue: Pressure sensor measured a pressure of 0 during therapy

Causes:

- Leaks in the air pathway
- Faulty pressure sensor or electronics
- Pinched or disconnected sensor tube

Troubleshooting:

1. Reset the device
2. Check all connections and fittings to make sure there are no issues such as loose connections or leaks
3. Attempt to run the device again
4. Set up an RMA if the error persists

Fault 7

Issue: Pressure sensor ambient reading out of range

Causes:

- Extreme temperature changes
- Leaks in the air pathway
- Faulty pressure sensor or electronics
- Pinched or disconnected sensor tube

Troubleshooting:

1. If the device has been exposed to an extreme temperature (hot or cold), remove power and allow the PAP adjust to room temperature. Then, apply power and let the PAP sit in standby (no blower) for at least 20 minutes to allow it to obtain a new ambient pressure reading.
2. Reset the device
3. Check all connections and fittings to make sure there are no issues
4. Attempt to run the device again
5. Set up an RMA if the error persists

Fault 9

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Causes:

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Troubleshooting:

1. Reset the device
2. Attempt to run the device again
3. Set up an RMA if the error persists

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Fault 11

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Causes:

- Moisture in the CPAP
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Troubleshooting:

1. Run the drying mode on the CPAP and afterwards reset the device
2. Attempt to run the device again
3. Set up an RMA if the error persists

Fault 12

Issue: Stalled Blower and Low Power Detected

Causes:

- Insufficient power to drive the blower

Troubleshooting:

1. Ensure adequate power supply
2. If using the battery, plug into an outlet. If on outlet try a new power supply (if available).
3. Reset the device and attempt therapy again
4. Set up an RMA if the error persists

Issues (Not Faults)

Flashing Green LED - This means the filter needs to cleaned or replaced. Once cleaned or replaced, reset the flashing green LED by holding down the power button for 15 seconds.

No LED Lights (Unit Inoperable) - Verify with the customer that they are using a good source of power (outlet). If this is not the issue, it could be one of the following, which will result in the customer needing to send to Somnetics for diagnosis of issue. *Note*: The LED will only flash for short period during initial power on.

- Bad keypad – If possible, try testing with a different power supply or battery to rule out keypad issue
- Power Supply - if possible, try testing with a different CPAP to rule out power supply issue

PAP Shutting Down

If the CPAP is shutting down by its self in the middle of therapy, this is most likely caused by excessive leak and mask seal. Check the following:

- Mask fitting
- UHA is properly attached (Transcend 2 only). Remove and replace securely
- Check hose is properly attached to the UHA and there are no holes in the hose
- Download PAP compliance to verify leak rate (an acceptable leak rate is <10)
- If problem persists, contact Somnetics Customer Service

PAP Blows Excessively (and Shuts Down)

The most common reason for this issue is due to the UHA (Transcend 2) not being connected or improperly connected.   This can also be caused by a dislodged mask during therapy, using a nasal mask when primarily breathing through mouth or having an incorrect seating of the mask. Download compliance report to verify leak rate isn't the issue. (an acceptable leak rate is <10). If leak is not the issue, contact Somnetics Customer Service.

P8 Battery

Non-functioning LED Light

The customer should test the battery function by charging it for 8 hours and then using it until the battery dies. This will tell us if it is a functional issue or just the LED light is no longer functioning.

Battery Usage

The P8 battery should last approximately 14 hours with the pressure of 14cmH2o on a full charge. Leak, altitude, breathing rate, and pressure can affect the time a battery will last. If the battery is not lasting as long as it should, check the compliance data to see if a leak is causing the battery to drain faster. If no leak present and settings seem within range, contact Somnetics Customer Service.

Battery Life

1. Expect roughly a 3-5% annual self-discharge during storage. This means that the battery will gradually drain when stored; however, it is not significant enough to require recharge for normal storage.
2. To maximize battery life when putting the battery into long term storage (3 months or greater);
   - Store at a temperature below 20C/68F but greater than -20C/-4F

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- Store with a 30% charge. For a P8, the charge time to get to 30% when the battery is depleted is 2 hours. Instruct to charge the depleted battery for 2 hours then put into storage
- Store in a dry location. Recommended below 70% Relative Humidity

Download and Saving Compliance Reports – Somnetics Sleep Apnea Software (T2)

Verify the software is installed on the computer. If not, install it from https://mytranscend.com/customer-care/user-guides/, the driver must be installed before downloading the software.

1. Once the software is installed, connect the CPAP to the computer by using the included USB cord and plug the CPAP into the outlet. No need to turn the CPAP on
2. Open the software. The CPAP serial number will show at the top of the screen. (If it states, "device not recognized", go to next section for instruction)
3. Click on the Patient button
4. Click on "View Patient's Compliance"
   a. This will show the .compliance report for this CPAP
   b. To print or save the report, click on Compliance Detail and save the report as a PDF
   c. To email the .compliance report, click "Email Compliance Information to Clinician" from the previous screen. The .compliance file will automatically generate and save to a default location. To find the file, look at the line that says "The file is located at" This will be where the .compliance file is saved.
   d. Attach the .compliance report to an email to send
5. How to import
   a. To view, double click on the .compliance file and it will load it into the Somnetics Sleep Apnea Therapy Software
   b. From there go to "Clinician" then "Patient Database" then look for the serial number of the patient's CPAP device
   c. Under "Status" column on the green/red/yellow box if the machine has a current fault code, it will be seen here. It will not show old fault codes.

Download and Saving Compliance Reports – Transcend miniCPAP Software (T3 and T365)

Verify the software is installed on the computer. If not, install it from https://mytranscend.com/customer-care/user-guides/, the driver must be installed before downloading the software.

1. Once the software is installed, connect the CPAP to the computer by using the included USB cord and plug the CPAP into the outlet. No need to turn the CPAP on
2. Open the software. There should be a green checkmark near the upper right of the screen indicating that the CPAP was detected. (If not, go to next section for instruction)
3. Click on the Compliance Manager
   a. A "timer wheel" may show while the compliance is read from the device

   b. After the compliance events are loaded, the software will display the Compliance Summary screen.
     i. By default, this is the summary for all the data found on the device. If a different range is desired, use the "Start Date"/"End Date" fields to filter the output.
     ii. The "30 Day Compliance" button will set the data range to the most recent 30 days where the device was used at least 70% of the time

   c. To save or print the report, use the "Export Report" button to create a PDF file of the current screen
   d. Use the "Daily List", "Trend Graph", and "Day Graph" tabs at the top of the screen to get successively more detailed compliance information
     i. Each of these screens have similar date range and export controls

Device Not Recognized

1. First try disconnecting the USB and closing the software
2. Reconnect the USB and then reopen the software. If this worked the CPAP serial number or green checkmark will show in the upper right. Return to step 3 in the correct section above
3. If this doesn't correct the issue, click on the box with a question mark (?) in it on the bottom right side of the software. This will display what version of the software is being used
4. Verify the software is the most current by referencing the website
5. If an older version, download and install the most current version
6. If the correct version is used and the device is still not being detected, contact Somnetics Customer Service